

10-010-L Child Care Approvals and Denials

Table of Contents

The Approvals and Denials section includes the following information:

Topic
Role of Eligibility Staff
Approval/ Denial Deadline
Verification Requirements
Missing Verifications
Pending CalWORKs Case
Active CalWORKs Recipient
Application/ Reapplication
Backdated Authorization
Denial Reasons
Reasons for Discontinuance
Timely Notice
Notes/Courtesy Notices

Role of Eligibility Staff

CalWORKs Eligibility Staff play a major role in ensuring that CalWORKs recipients are referred timely and appropriately to the CalWORKs Welfare-to-Work (WTW) Program. They also make a crucial contribution toward helping recipients begin the process of attaining child care necessary to participate in WTW.

[Back to Table of Contents](#)

Approval/ Denial Deadline

The applicant shall be given 30 days from the date the application packet (27-128 and CCP7) was received and date stamped.

- The begin date of services is the first day of the approved activity for which child care is being requested, (See [Backdated Authorization](#)) but not prior to the first day of CalWORKs eligibility.
- The Child Care Staff must enter CalWIN case comments to document all contacts with the parent and provider and all actions taken to process the application.
- All approvals and denials must comply with [EAS 47-120.3](#)

[Back to Table of Contents](#)

Verification Requirements

The applicant shall be given 30 days from the date the application packet (27-128 and CCP7) was received and date stamped to provide any verifications needed to determine eligibility to child care subsidies.

[Back to Table of Contents](#)

- If needed verification is already on file within the CalWORKs, Food Stamp, or Medi-Cal case, the Child Care Staff shall request copies

from the ECM.

- Under no circumstances shall a child care case be denied for failure to provide information that is available in another case.

Missing Verifications

When verifications to determine eligibility are missing:

[Back to Table of Contents](#)

Step	Action						
1	<p>At the intake interview, the client must be given an itemized list of all missing verifications and be allowed 10 calendar days to provide it. The Missing Verifications form must contain the minimum information listed below:</p> <ul style="list-style-type: none">○ Date Issued○ Client Name○ Case Number○ Worker Name○ Worker Number○ Worker phone number○ Specific language requesting the information should include: "It was determined that additional information was needed. The following items must be returned before a final determination of eligibility can be made. All items must be in our office No Later Than _____. If these items are not received by the above date from you and/or your provider, your child care will be denied or discontinued. If you have any questions, please contact _____ at _____.○ Child Care payments will not be made until these items are received."○ Include specific form name and form number or specific item needed (Example: California ID or Drivers License for _____).						
2	<table><tr><th>If verifications are ...</th><th>Then ...</th></tr><tr><td>Received</td><td>Process the application</td></tr><tr><td>Not received</td><td>Send NOA 834 at least 14 calendar days in advance of the denial date. The denial effective should be effective the 30th day following the date the application was received, as long as 14-calendar day timely notice was issued.</td></tr></table>	If verifications are ...	Then ...	Received	Process the application	Not received	Send NOA 834 at least 14 calendar days in advance of the denial date. The denial effective should be effective the 30 th day following the date the application was received, as long as 14-calendar day timely notice was issued.
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Received	Process the application						
Not received	Send NOA 834 at least 14 calendar days in advance of the denial date. The denial effective should be effective the 30 th day following the date the application was received, as long as 14-calendar day timely notice was issued.						

3		
	If verifications are ...	Then ...
	Received on or before the denial effective date (30 th day)	Process the application
	Not received on or before the denial effective date (30 th day)	Send an "additional" denial NOA 834 on the 30 th day. If the parent later submits the verifications, rescind the denial and process the application.

Note: If parent is active in another public assistance case, check with the HSS, ECM, or DoReS to see if missing verifications were received or available in their case file before denying the case.

Pending CalWORKs Case

[Back to Table of Contents](#)

When a family applies for CalWORKs and child care, the child care case is not approved until the CalWORKs case is approved.

- If the CalWORKs case is denied, then deny the child care case immediately.
- Stage1 should not be referred for intake if the CalWORKs case is pending.
- The only exception would be an Inter-County Transfer (ICT) case pending CalWORKs in the receiving County, and depending on the circumstances.

Active CalWORKs Recipient

[Back to Table of Contents](#)

A CalWORKs recipient will be certified based on the information provided on the Welfare-to-Work Communication Form 27-128. The ECM is responsible for determining the duration of the certification period. Child Care Staff is responsible for determining eligibility for Child Care services.

Application/Reapplication

[Back to Table of Contents](#)

Application/Reapplication process is required when a parent/caretaker:

- Has not previously applied for child care in San Diego County,
- Has a previous application for child care that was denied, or
- Is a former recipient of child care in San Diego County whose child care has been discontinued for more than 12 months at

the time of the current application.

Backdated Authorization

[Back to Table of Contents](#)

If the parent is in an approved activity before the ECM sees the parent (but not prior to the first day of CalWORKs eligibility), or if the authorization period of the 27-128 has expired, but the parent continues in an approved activity or partial activity, the ECM then 'backdates' a 27-128 to ensure continuity of services (requires ECM manager's signature if authorization for retro is for over 30 days).

The authorization from the ECM on the 27-128 is 10 or more days prior to the receipt of the 27-128 (requires ECM manager approval if more than 10 days for new intakes).

Denial Reasons

There are several reasons for denying a child care case. The chart below describes types of child care denials and pertinent timeframes:

Reason For Denial	Who Is Denied	Timeframes
The family is over income.	Parent/Caretaker	Deny and send Notice of Action immediately when known to agency. <u>*Note:</u> If the CalWORKs case is denied, the parent/caretaker must be evaluated for "former CalWORKs recipient" status and eligibility to other child care programs. Child care staff must refer them to Alternative Payment Programs.
The parent/caretaker is not in an approved activity.		
The other parent is in the home and able to provide care for the children.		
The CalWORKs case is denied.		

The parent/caretaker fails to provide required verifications.	Parent/Caretaker	<p>Deny effective 30 days after the application date and send 14-calendar day Notice of Action.</p> <p><u>Refer to Missing Verifications.</u></p> <p>The parent is given 10 days to find a new provider.</p>
The provider fails to provide required verifications.	Provider	<p>Deny effective 30 days after the verification was requested/ application date and send 14-calendar day Notice of Action to parent.</p> <p><u>Refer to Missing Verifications.</u></p> <p>The parent is given 10 days to find a new provider.</p>
There are safety issues with the provider.	Provider	<p>Deny the provider with 24 hour notice. The parent is given 10 days to find a new provider.</p>

Note: In addition to the initial Denial NOA, a second Denial NOA 834 is sent on the 30th day.

Reasons for Discontinuance

[Back to Table of Contents](#)

There are several reasons for discontinuing a child care case. The chart below describes types of child care discontinuances and pertinent timeframes:

Reason For Discontinuance	Who Is Discontinued	Timeframes
The family is over income.	Parent/Caretaker	As soon as timely notice can be given.
The family failed to complete the recertification.	Parent/Caretaker	At the end of the current certification period, or as soon as timely notice can be given, whichever is sooner.
The family moves out of California.	Parent/Caretaker	As soon as timely notice can be given.
Trustline is revoked for a provider.	Provider	As soon as timely notice can be given.

Timely Notice

[Back to Table of Contents](#)

The parent must be given timely notice before discontinuing, terminating, or decreasing Child Care Stage 1 benefits. Timely notice to the parent is met by issuing the appropriate NOA 14 calendar days in advance of the effective date of discontinuance, termination, or decrease in benefits. Please refer to CPG 10-010-T Child Care NOAs.

Notes/Courtesy Notices

[Back to Table of Contents](#)

When a parent /caretaker is discontinued, the provider is sent a courtesy notice or a copy of the parent's NOA (without the appeals info printed on the back). When a provider is discontinued, the parent is sent NOA 835 informing him/her that he/she has ten days to find a new provider.

If the parent fails to choose a new provider within the ten days, the parent is sent a timely discontinuance NOA.